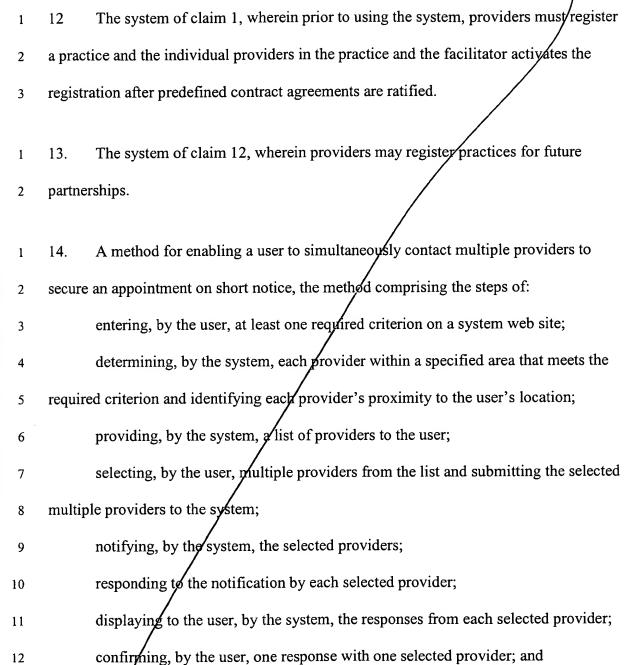


A system for allowing users to simultaneously contact multiple providers to secure an appointment on short notice, the system comprising:

- a facilitator that sets up, mediates, and monitors communications between the
- 4 providers and the users and intervenes directly if needed;
- a web application that includes a web site for facilitating interaction with the
- 6 system;
- a provider network for processing information provided by users of the system;
- 8 and
- a storage device for storing information processed by the system.
- 1 2. The system of claim 1, wherein each provider is allowed to view and obtain
- 2 requests for appointments from new users.
- 1 3. The system of claim 1, wherein users are both members who have previously
- 2 registered with the system and prospective members of the system.
- 1 4. The system of claim 1, wherein the web site includes a list of common medical
- terms, phrases and pharmaceuticals that are cross-referenced in multiple languages,
- thereby enabling communications between users and providers who speak different
- 4 languages.

- 1 5. The system of claim 1, wherein the storage device includes a database for storing
- 2 information and a data server for maintaining the database and information, which is
- 3 necessary to run the system.
- 1 6. The system of claim 1, wherein the web application includes a web server for
- 2 converting all hypertext based requests to native commands for processing by
- 3 components of the storage device and for dynamically generating HTML pages in
- 4 response to the requests.
- 7. The system of claim 1, wherein the system provides different types of access and
- 2 privileges to different users based on at least one predetermined criterion.
- 1 8. The system of claim 7, wherein users may purchase access to the system through
- 2 appropriate agents.
- 1 9. The system of claim 7, wherein users may purchase access to the system through
- 2 the web site.
- 1 10. The system of claim 1, wherein users may access the system through on-line
- 2 means.
- 1 11. The system of claim 1, wherein users may access the system through off-line
- 2 means.





14 the user,

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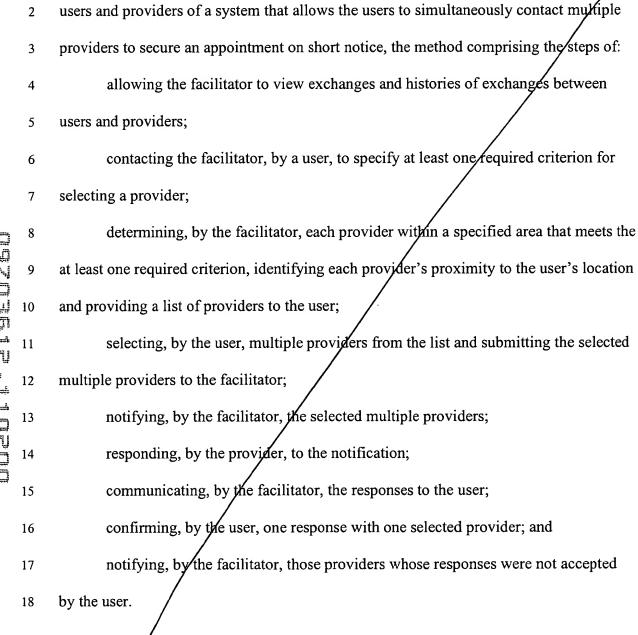
notifying, by the system, those providers whose responses were not accepted by

- 1 15. The method of claim 14, further comprising the steps of:
- allowing providers with available appointment times to specify those times in the
- 3 system; and
- displaying all available appointment times that meet at least one required criterion
- 5 when the user visits the web site.
- 1 16. The method of claim 14, wherein the step of determining comprises the step of
- 2 using a geo-locator tool to determine a longitude and latitude of each provider that meets
- 3 the required criterion.
- 1 17. The method of claim 14, wherein the step of providing comprises the step of
- 2 providing biographical information for each provider.
- 1 18. The method of claim 14, wherein the step of notifying comprises the step of using
- 2 unique identifiers assigned to each of the selected providers to generate a notification for
- a each of the selected providers.
- 1 19. The method of claim 14, wherein the step of notifying comprises the step of
- sending an e-mail/message to each of the selected multiple providers.
- 1 20. The rhethod of claim 14, wherein the step of notifying comprises the step of
- 2 sending a fax message to each of the selected multiple providers.

- 1 21. The method of claim 14, wherein the step of responding comprises the step of
- visiting the web site, entering an authentication code and responding to an appointment
- 3 request by the user.
- 1 22. The method of claim 14, wherein the step of displaying comprises the steps of
- 2 collating the responses by the system and forwarding the collated responses to the user.
- 1 23. The method of claim 14, wherein the step of displaying comprises the steps of
- 2 collating the responses by the system and showing the collated responses to the user
- when the user logs in to the web site at a later time.
- 1 24. The method of claim 14, wherein the step of displaying comprises the step of
- 2 forwarding e-mail messages with the responses to the user.
- 1 25. The method of claim 14, wherein the step of confirming comprises the step of
- 2 confirming the one response directly with the one selected provider.
- 1 26. The method of claim 14, wherein the step of confirming comprises the step of
- 2 clicking on a/button, on the web site, that is associated with the one response.

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A method for enabling a facilitator to mediate communication exchanges between

The/method of claim 27, wherein the step of responding comprises the step of

faxing a response to a facilitator.

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- 1 29. The method of claim 27, wherein the step of allowing comprises the steps of
- 2 checking, by the system, that each request has been processed within a predefined period
- of time and issuing a request to a monitoring group if the request has not been processed.
- 1 30. The method of claim 27, wherein the step of issuing comprises the step of
- 2 intervening to set up the appointment, by the monitoring group, if a provider does not
- respond to a request from a user within a predefined time.

add al)